

TRUST MATTERS

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*To use the text message option, you will need to provide your cell phone number to OST. Please note that your cell phone carrier's standard text message charges will apply.

** If you select the email option, you need to provide OST with an email address.

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New Deposit Notification Options

Now you can choose a safer, simpler and greener way to be notified when funds are sent to you electronically from your IIM account.

If you have funds sent by direct deposit from your Individual Indian Money (IIM) account to either your financial institution or your U.S. Debit Card (formerly Chase debit card) account (rather than by paper check), you may choose among four deposit notification options.

Currently, the Office of Special Trustee for American Indians (OST) sends you a paper deposit notification by regular mail each time funds are sent electronically from your IIM account. Now, you may choose any one of the following alternatives:

- 1) text message deposit notifications*
- 2) email deposit notifications**
- 3) discontinue deposit notifications
- 4) continue paper deposit notifications

OST is in the process of notifying beneficiaries by mail about these options. The letter from OST includes a form on which to make your selection and a postage paid envelope to return the form to OST.

You need to communicate your choice to OST by July 31, 2012. After that date, if you have not selected any option you will, by default, no longer receive a deposit notification each time funds are sent to your account.

Regardless of your choice of any of the options, your quarterly statement of performance will continue to provide detailed account information.

Here are a few advantages to consider as you make your choice. Electronic notifications are safer than paper notifications, which can be intercepted by unintended persons. Electronic notifications are greener, savings paper and, therefore, trees. Also, you don't have to deal with the clutter of more paper. Electronic notifications are quicker; they are sent when the funds are sent. Paper notifications often reach you after funds have already appeared in your account.

For more information about these options, contact your Fiduciary Trust Officer (FTO) or call the Trust Beneficiary Call Center (TBCC). Locate your FTO online at www.doi.gov/ost/fto. You can reach TBCC, toll free, at 1-888-678-6836. TBCC is open Monday through Friday 7 a.m. to 6 p.m. and Saturday 8 a.m. to noon, Mountain time.

Did you know? The Trust Beneficiary Call Center took its first call December 2004.



OST Participates in Career Fairs

Goals of Career Fair Participation:

- Recruit talented individuals for available positions within OST
- Publicize or communicate to the public what OST does and has accomplished
- Provide expert advice to applicants regarding the federal application process

The Office of Special Trustee for American Indians (OST) has participated in six career fairs in New Mexico and Texas since October 2011, the beginning of the federal government's fiscal year. (see [list](#) in next column) Career fairs provide an opportunity to distribute specific employment information to prospective employees. Fair attendees receive personalized attention and responses to their questions as current employees expand upon the organization's functions, scope, responsibility, services and available programs.

People often approach OST's booth with questioning looks on their faces. Even if they are familiar with the Department of the Interior, they may be unfamiliar with OST.

A conversation between a current and a prospective employee usually starts with general information about OST. It then narrows to address requirements and locations of positions currently available. To augment the prospective employee's knowledge, human resources personnel partner with OST employees at career fairs.

Additional assistance may be provided during these events. For example, a young Navajo man was made aware of the whereabouts unknown list, which contains the names of beneficiaries who do not have current address information on file with OST. The young

man was encouraged to contact the Trust Beneficiary Call Center (TBCC) to begin the process of verifying his identity. He gratefully expressed to OST employees at a subsequent career fair that he learned he had an account with ownership interest and had inherited money from a deceased relative.

Participation in additional career fairs through the rest of the fiscal year are anticipated but have not been finalized. For more information about upcoming career fairs, call OST's Office of External Affairs at 1-505-816-1081.

Career Fairs Attended (Fiscal Year 2012)

November 3, 2011
University of New Mexico
Public Service Career Showcase

November 15, 2011
New Mexico State University
Government & Public Service
Career Fair

February 02, 2012
University of Texas El Paso
Business and Liberal Arts Career Fair

February 07, 2012
University of New Mexico Career Expo 2012

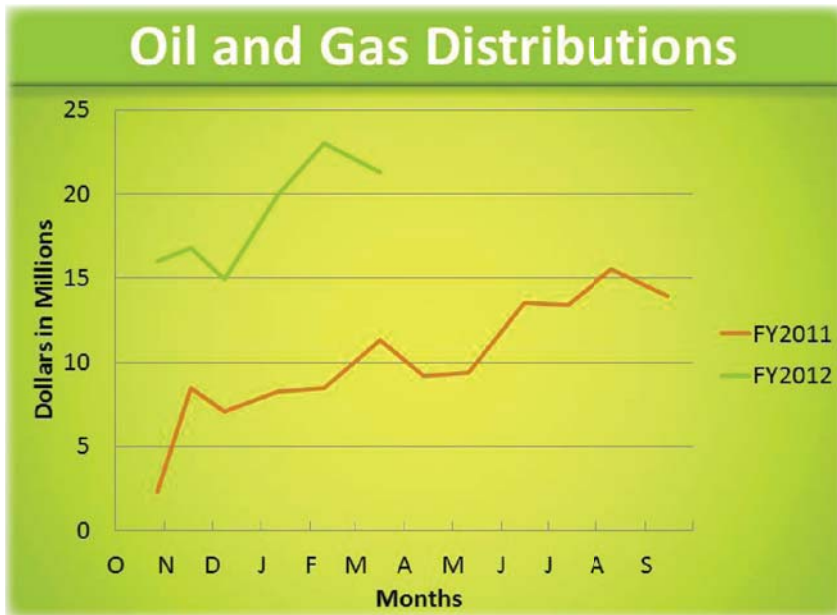
April 18, 2012
Jemez Pueblo Job/College
Fair

April 26, 2012
University of New Mexico
Anderson School of
Management 6th Annual
Native American Career Fair



◀ Carlos Torres (third from left), with Human Resources, answers attendees questions at the University of New Mexico Career Expo 2012

Oil and Gas Distributions: On the Rise



The Bakken formation is a relatively new oil field in North Dakota and Montana. Its production is contributing to high royalties being paid to individual Indian trust beneficiaries. The distribution February 15, 2012, of just over \$23 million was a record high for oil and gas royalties distributed by the Office of Special Trustee for American Indians (OST) to beneficiaries' accounts. Of this amount, production from the Bakken formation accounted for more than 75 percent of the royalty money. The chart shows the significant rise in oil and gas distributions since the beginning of fiscal year 2011.

< The federal fiscal year (FY) is October 1 through September 30.

Expanding Personal Financial Skills Training

So much need and so much to do! The Pacific Regional Office in Sacramento, California, is partnering with local organizations to provide financial skills training for American Indians in several, local urban areas. The Office of Special Trustee for American Indians (OST) Fiduciary Trust Officer Diana Wuerth and her staff are receiving requests for this much needed training. They're planning strategically so they can effectively provide their outreach efforts while staying within the constraints of their tight operational budget.

Plans are well under way with Friendship House in San Francisco, a nonprofit organization that promotes healing and wellness to a large urban population of American Indians. FTO Wuerth and her staff are also making plans with the Native Temporary Assistance for Needy Families programs in Oakland, San Francisco and San Jose. In addition, they are working with the Indian Health Center of Santa Clara Valley. Among these locations, training sessions will be offered over a week's timeframe from August 20-24, 2012.

The financial training to be provided is culturally focused and covers topics such as investing, checking and savings accounts, budgeting and planning for the future in order to build and manage personal wealth.

Planning financial training at the Oakland, California, Native Temporary Assistance for Needy Families location >

Modules on understanding credit and applying for credit are also of critical importance and interest.

Everyone associated with arranging for and providing this training is excited about the impact it will have. Interest is high. If you are in the San Francisco/Bay Area and would like to attend the scheduled training, please contact the Pacific Regional Office at 916-978-6168.

Financial skills training is being planned in other parts of Indian country too. For information about training in your area, contact your local Fiduciary Trust Officer. The list of Fiduciary Trust Officers is available online at www.doi.gov/ost/fto.



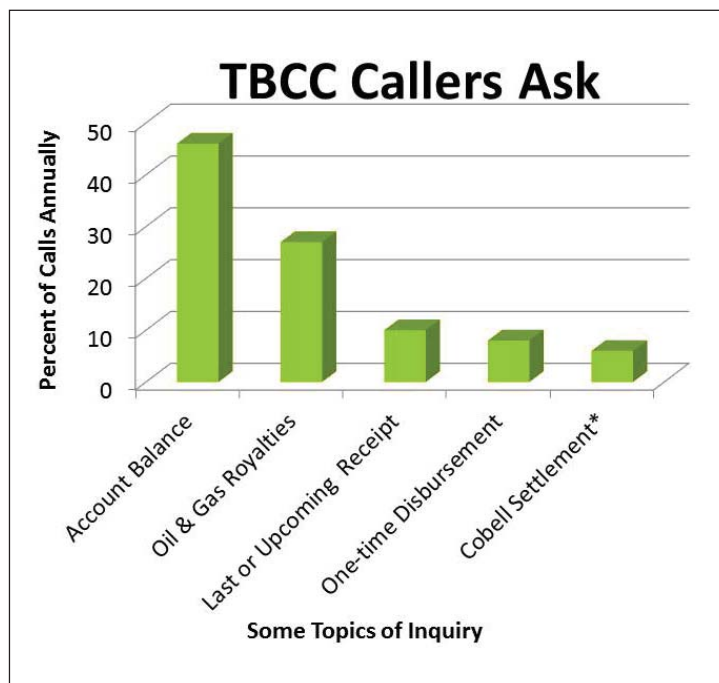
Callers Top Questions

What's my account balance? That's the most frequent question asked by callers to the Office of Special Trustee for American Indians Trust Beneficiary Call Center (TBCC). About 46 percent of callers request an account balance. Closely related to the top question is the next question, which runs a distant second. About 27 percent of callers ask about oil and gas royalties posted to accounts.

Other frequent topics include queries about the last receipt or an upcoming receipt on an account (10 percent), requests for a one-time disbursement (8 percent) and questions about the Cobell settlement* (6 percent). Callers also call to provide account address updates (6 percent).

TBCC's trained representatives respond to callers. Representatives have access to electronic data in beneficiaries' accounts, therefore, accurate information is quickly available. About 94 percent of calls handled by representatives are resolved while the caller is on the line. Responses that need additional research are tracked by TBCC until answers are provided.

You can contact the TBCC, toll free, at 1-888-678-6836. The hours of operation are Monday through Friday 7 a.m. to 6 p.m. and Saturday 8 a.m. to noon, Mountain time.



*TBCC provides general status information, September 30, 2009, account balances and IIM performance statements for 2009. Callers with specific inquiries about the status of the settlement and who request assistance with claim forms are referred to the Cobell plaintiffs' website (www.indiantrust.com) and call center (1-800-961-6109).

Clipart courtesy of First People: www.firstpeople.us

Geospatial Pilot Project Underway

The Office of Special Trustee for American Indians (OST) has undertaken a geospatial pilot project to improve real estate appraisal efficiency. The pilot project has resulted in significant increases in the number of appraisals completed, has decreased field inspection time and improved appraisal report quality.

The pilot project uses U.S. Department of Agriculture land use data, Bureau of Land Management public land survey data, Bureau of

Indian Affairs parcel data and Bing Maps aerial photo/topographic map data to accurately quantify Indian lands for appraisal. Global positioning systems are being used to improve field inspections. Integration between geographic information systems and open database compliant systems enhances real estate appraisal mapping. The use of geospatial data is the number one tool for land management, according to at least one user in the field.

OST has incurred minimal costs as all data are existing datasets, all software is part of the Department of the Interior enterprise

software and everything has been developed with existing hardware. Labor costs have been minimal.

Future plans are to complete system testing, finalize a training program, acquire nationwide data sets, develop automated mapping for agricultural properties and implement on a national basis. Draft video training sessions have been developed already.

Contact OST's Office of Appraisal Services for information about the geospatial pilot project. Call 1-505-816-1318.